



MOMENTUM

NATCON23

MAY 1-3, 2023 • LOS ANGELES, CALIFORNIA

NATIONAL
COUNCIL
*for Mental
Wellbeing*

Technology continues to leap forward... are you keeping up?

Emerging trends and best practices from across the country for using technology to better serve staff and consumers.

Technology continues to leap forward... are you keeping up?



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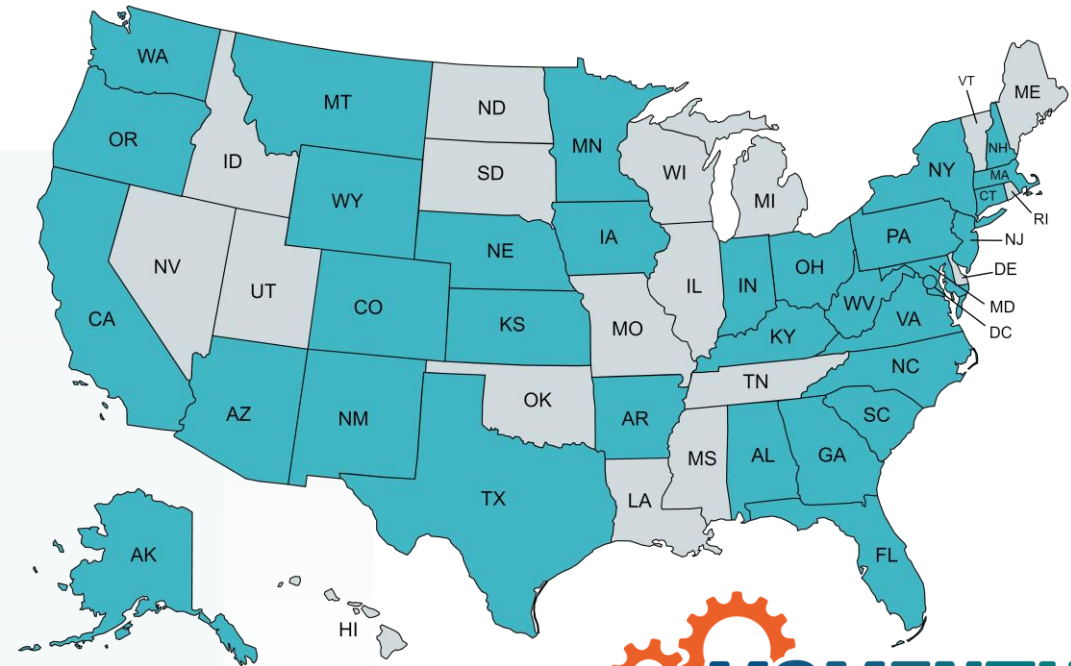


Jennifer Senechal
Chief Financial Officer

Technology continues to leap forward... are you keeping up?

Emerging trends and best practices from across the country for using technology to better serve staff and consumers.

- Staff and Client Technology Experience
- Universal Availability
- Security
- Technology and Connecting with our Clients
- Emerging Technologies



Technology continues to leap forward... are you keeping up?

We are ready for the future.

That's what they said last time...



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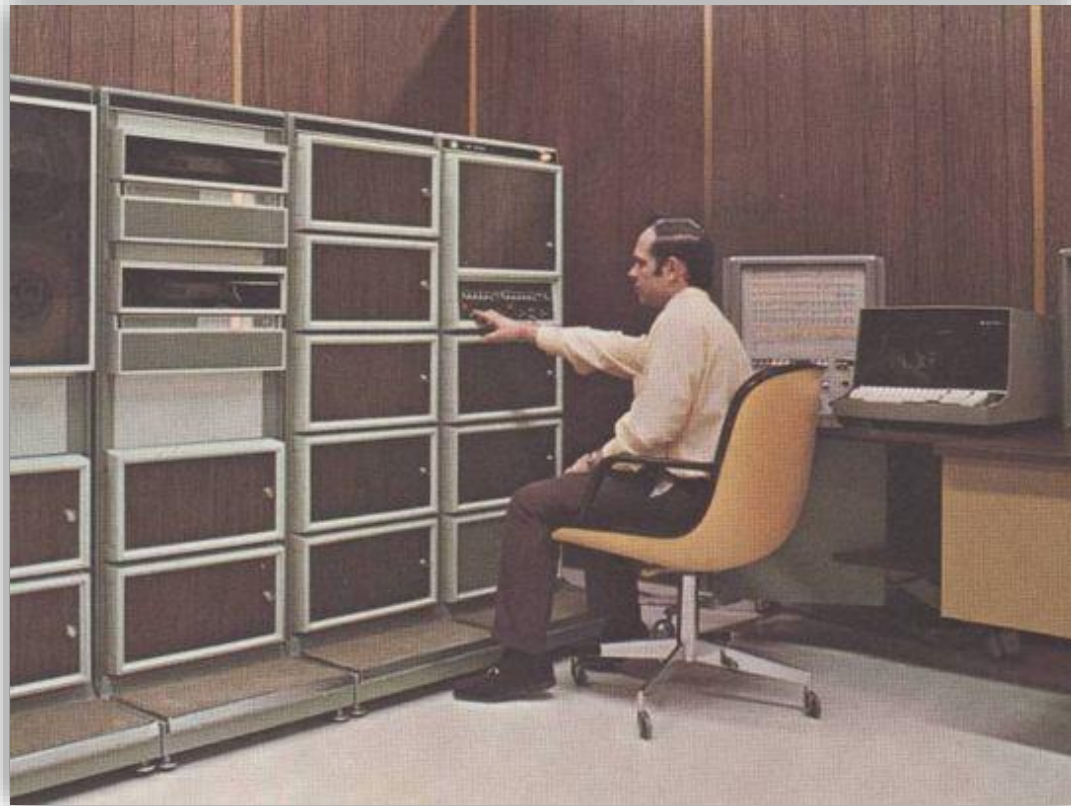
CHARLIE GRANTHAM

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Staff and Client Technology Experience

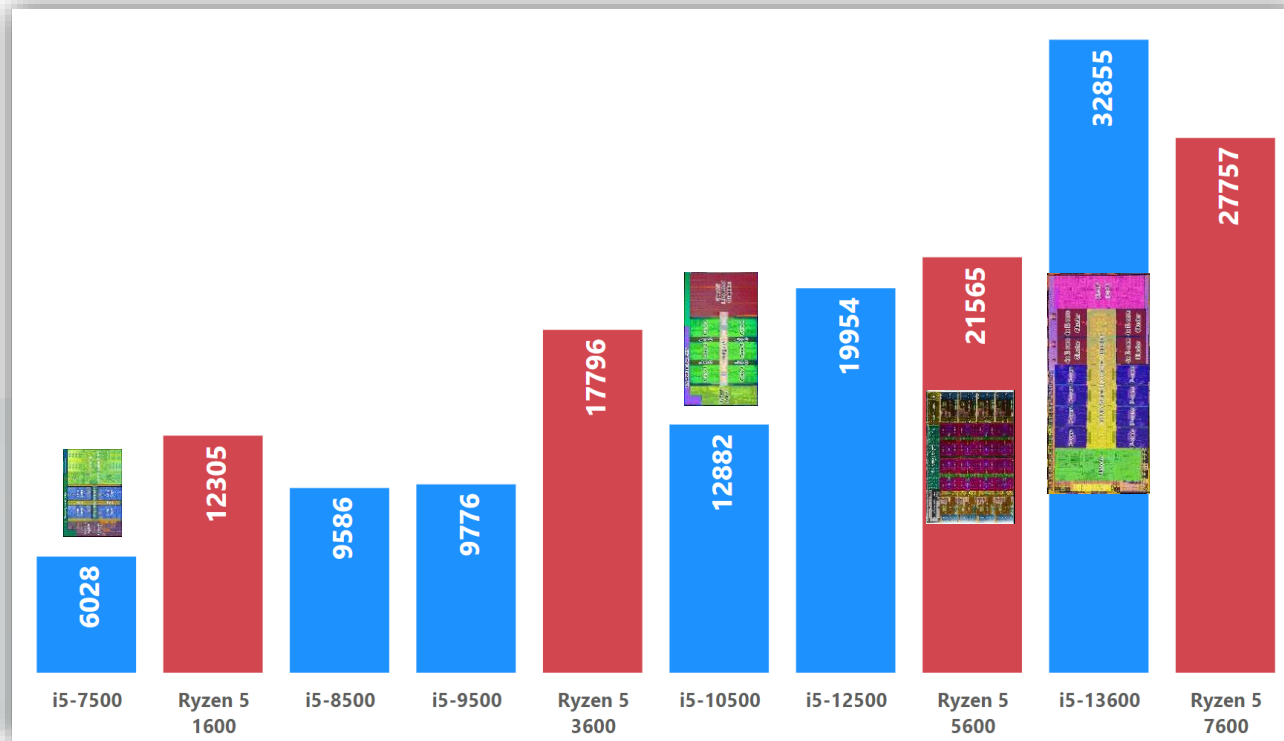


Issue 1:

- Computers and Systems are slow
- Increased needs and requirements



User hardware has taken a few leaps lately



Overall processing power has increased rapidly of late at the user device level due to increasing core counts and frequencies.

- Use of multi-cores with multi-threads
- Intel and Performance and Efficiency cores
- The Chiplet revolution

2017

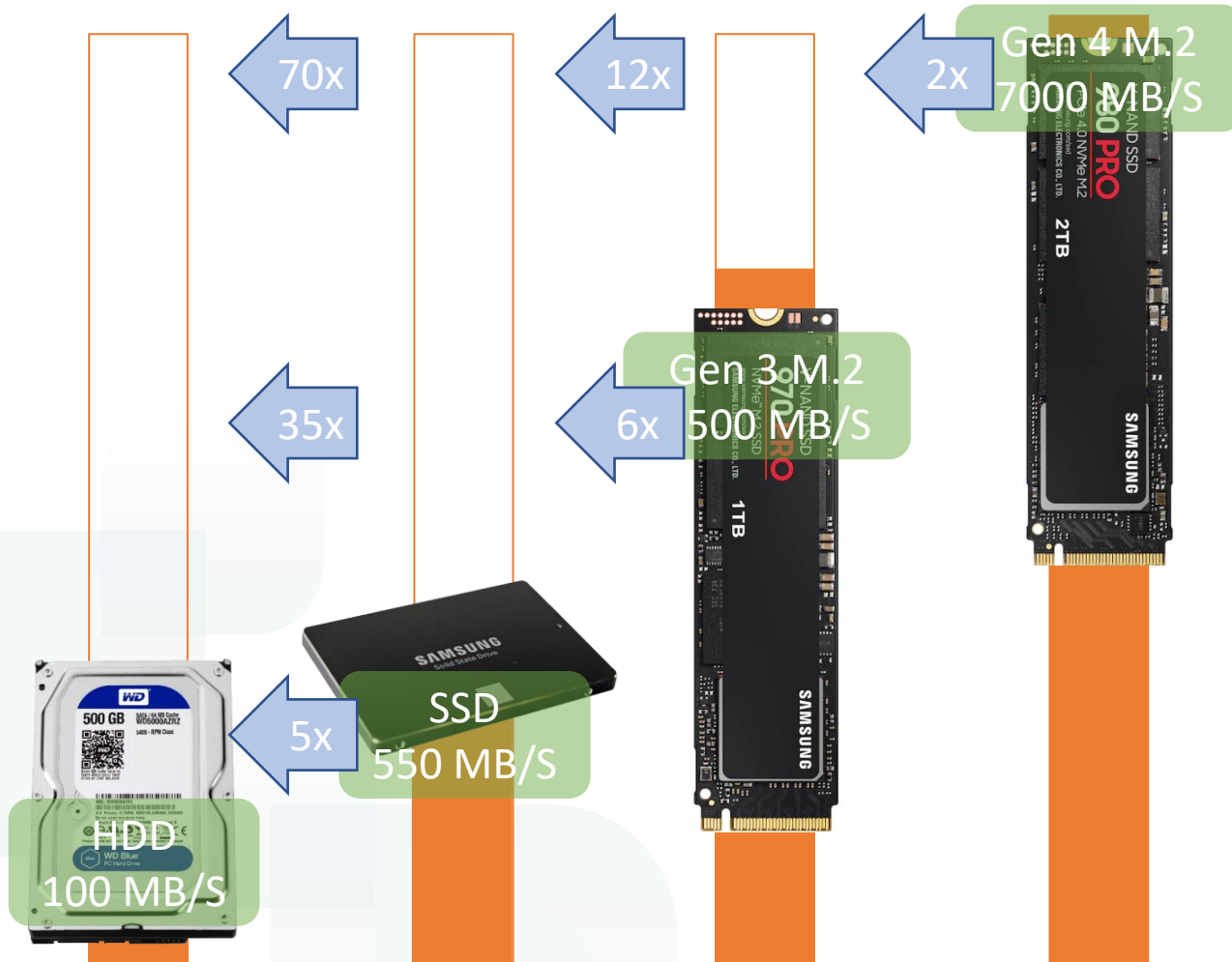
2019

2021

2023



CPUs aren't the only thing rapidly speeding up



Data read/write speeds due to advances in storage technologies

- Significant Increases in both PC and Server storage
- Huge user experience gains



Staff are using equipment more than ever, and expecting more from it



Staff and Client needs around hardware

- More Screens
- More Mobility
- Hotel-ing



Solution: Developing an equipment replacement plan

Desktops 3-5 Years

Laptops 3 Years

Servers 7 Years

Network Equipment
5-7 Years

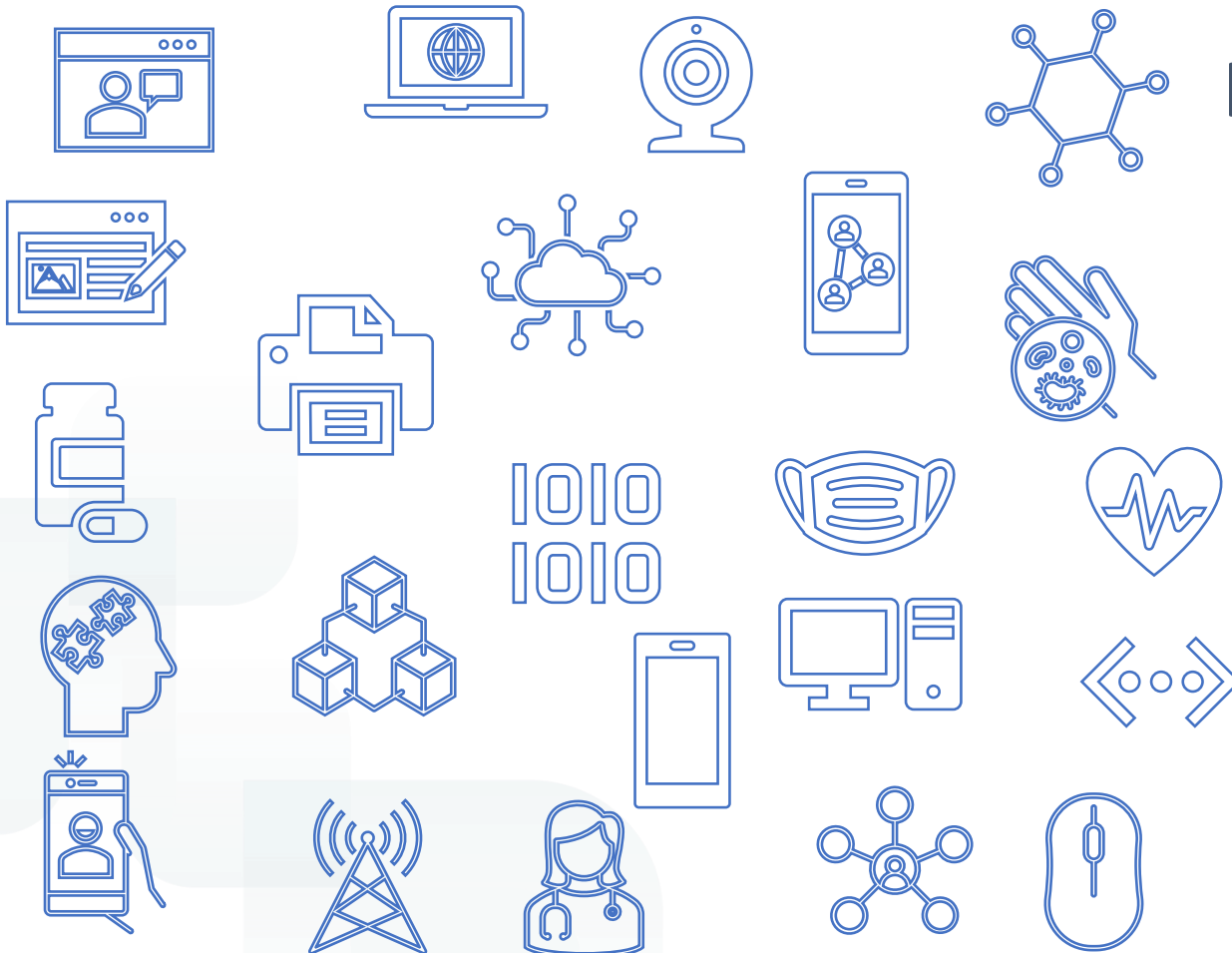


Often Overlooked sources of revenue/savings: (CFO's love savings)

- Phone Bill
- Data Connections
- Service contracts on legacy equipment
- Depreciation
- Operational vs. Capital expenses
- Licensing
- Buying Group discounts
- Read the quotes / check behind the salespeople
- Automation



Universal Availability

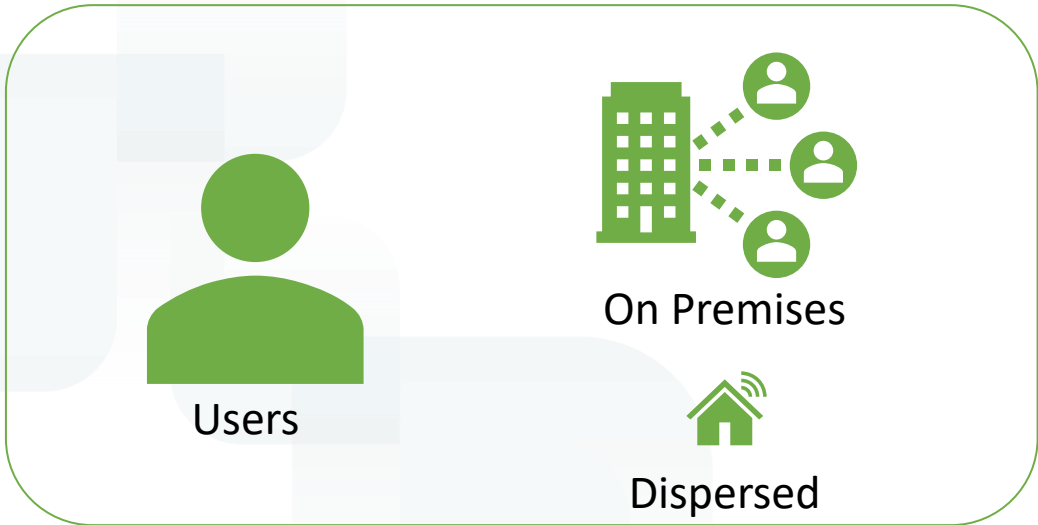
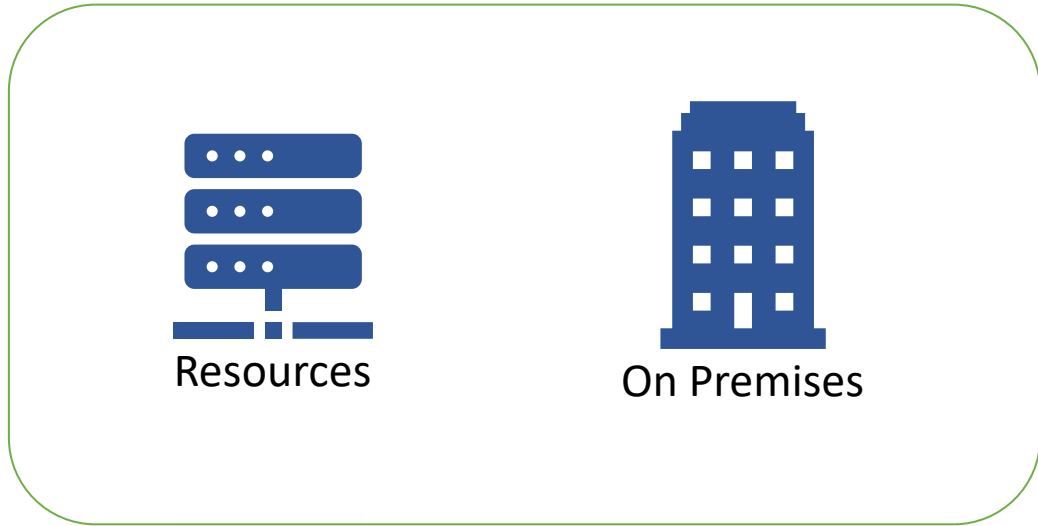


Issue 2:

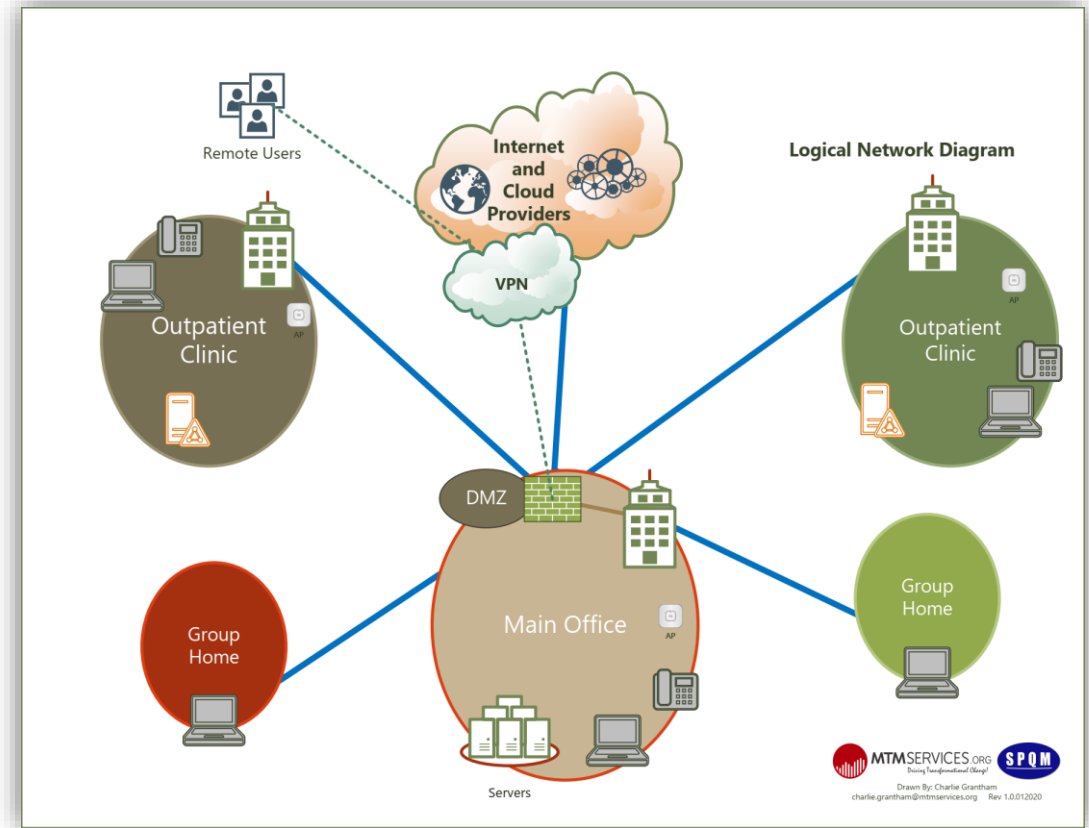
- Local and Cloud based resources are needed by local and remote users



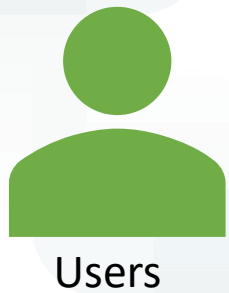
Connectivity is Key



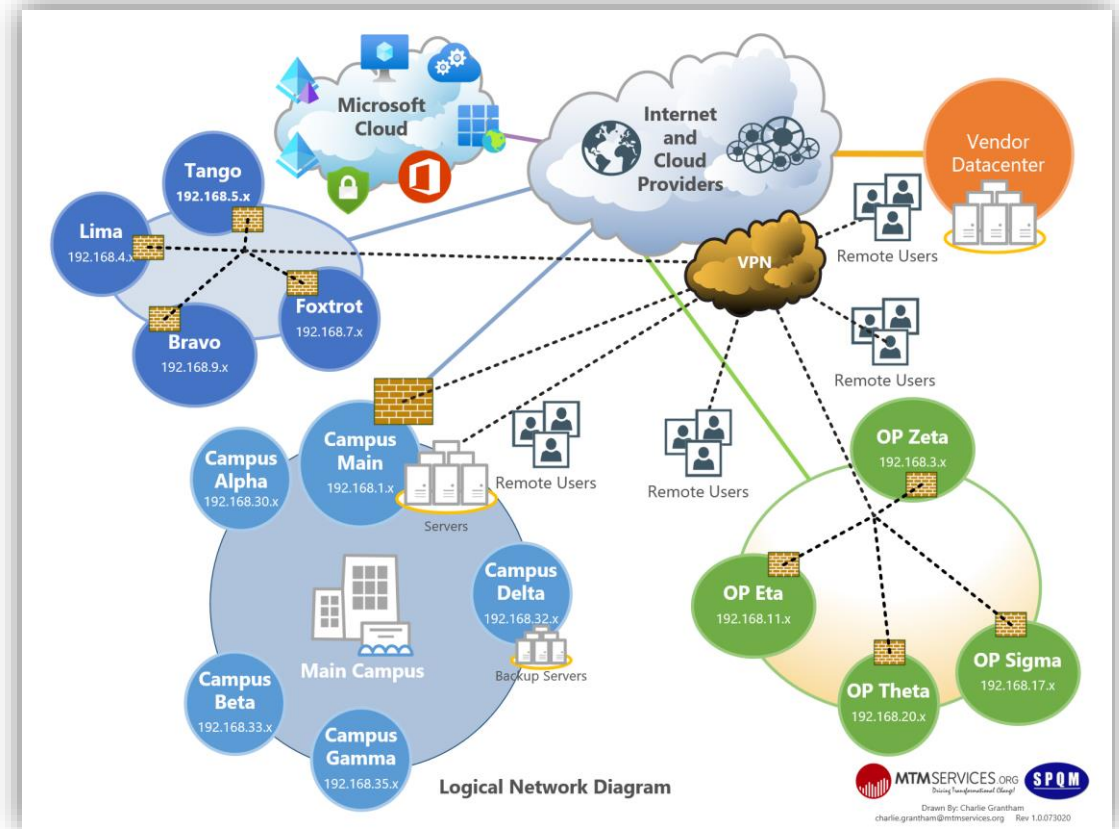
Traditional Hub and Spoke



Connectivity is Key



Modern Mesh



Solution: Regular review of connectivity & Design for connectivity

Mind this Pitfall!

Recent dramatic increases in network speeds along with increased content creation from facilities has proven to expose weakness in many networks, at the edge.

Firewalls now need the ability to process traffic much faster and at a much higher volume today.

- Next-Generation Firewalls (NGFW)
 - Deep packet inspection, application-level inspection, intrusion protection
- Unified Threat Management (UTM) Firewalls
 - Single device firewall, intrusion detection and prevention, antivirus and web filtering



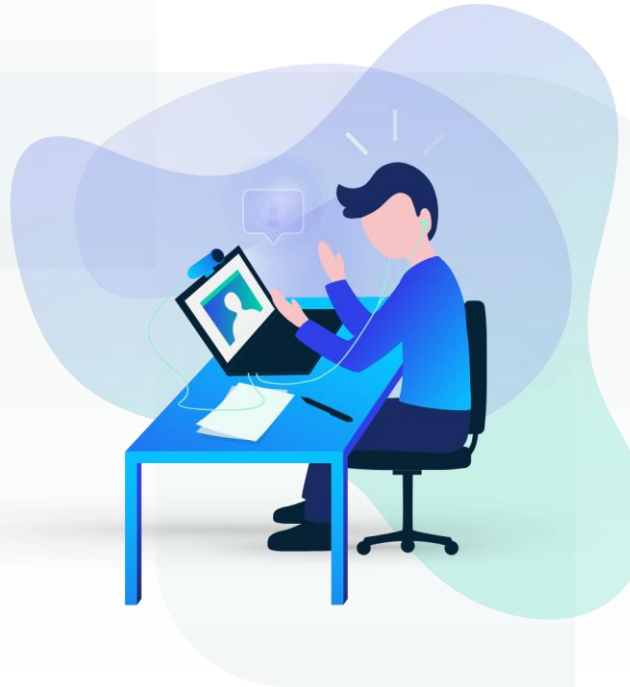
Systems to support staff and clients

Internal and External Systems

- EHR
 - Telemedicine
- HR/Payroll
- Finance

File Systems

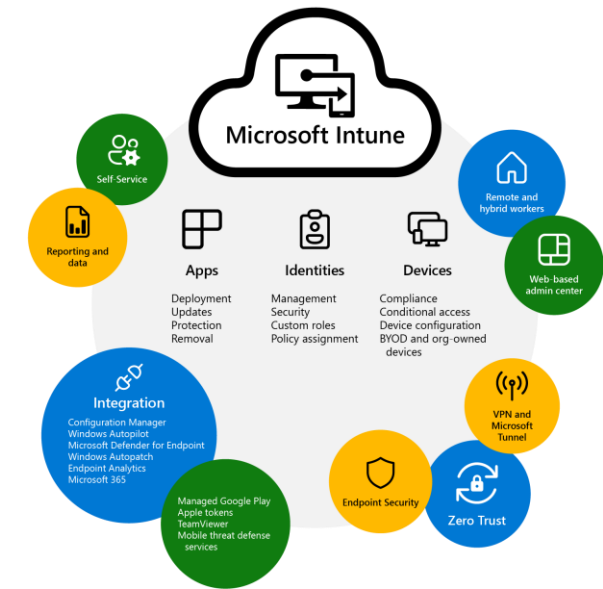
- OneDrive/SharePoint/Teams
- G-suite
- 3rd Party Vendors



Solution: Get integrated

Integrating Azure AD

- Identity Management
- Intune
- Mobile Application Management
- Microsoft Endpoint Management
 - Enforcing policies to:
 - Secure Data Access
 - Facilitate Remote Patient Care
 - Healthcare Workflow Optimization



Security – Ever vigilant

Issue 3: How do we keep Systems Secure

- Technical Safeguards
 - Passwords/Multi-factor
 - Encryption
 - PHI/PII Protections
 - Centralized Management
 - Auditing



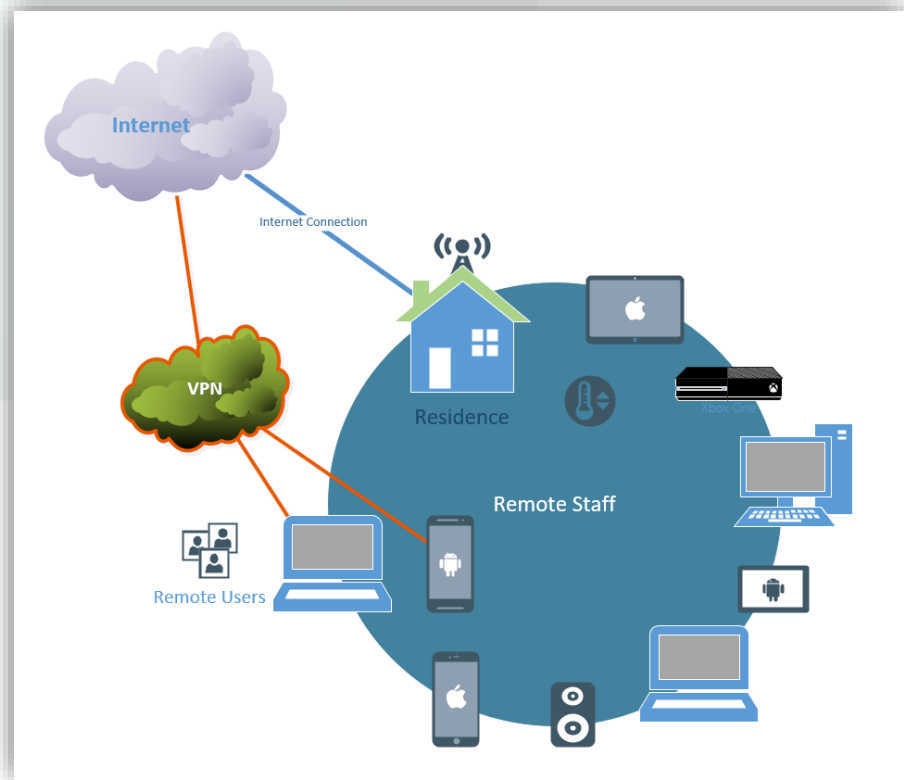
1. West Virginia health center email breach exposes 3,700+ patients' info [Full story](#)

6. Alaska hospital getting a new EHR, says former employee snooped through files for 3 years [Full story](#)

8. Colorado health provider alerts 295,617 patients of data breach [Full story](#)



Protecting PHI/PII at the fringes



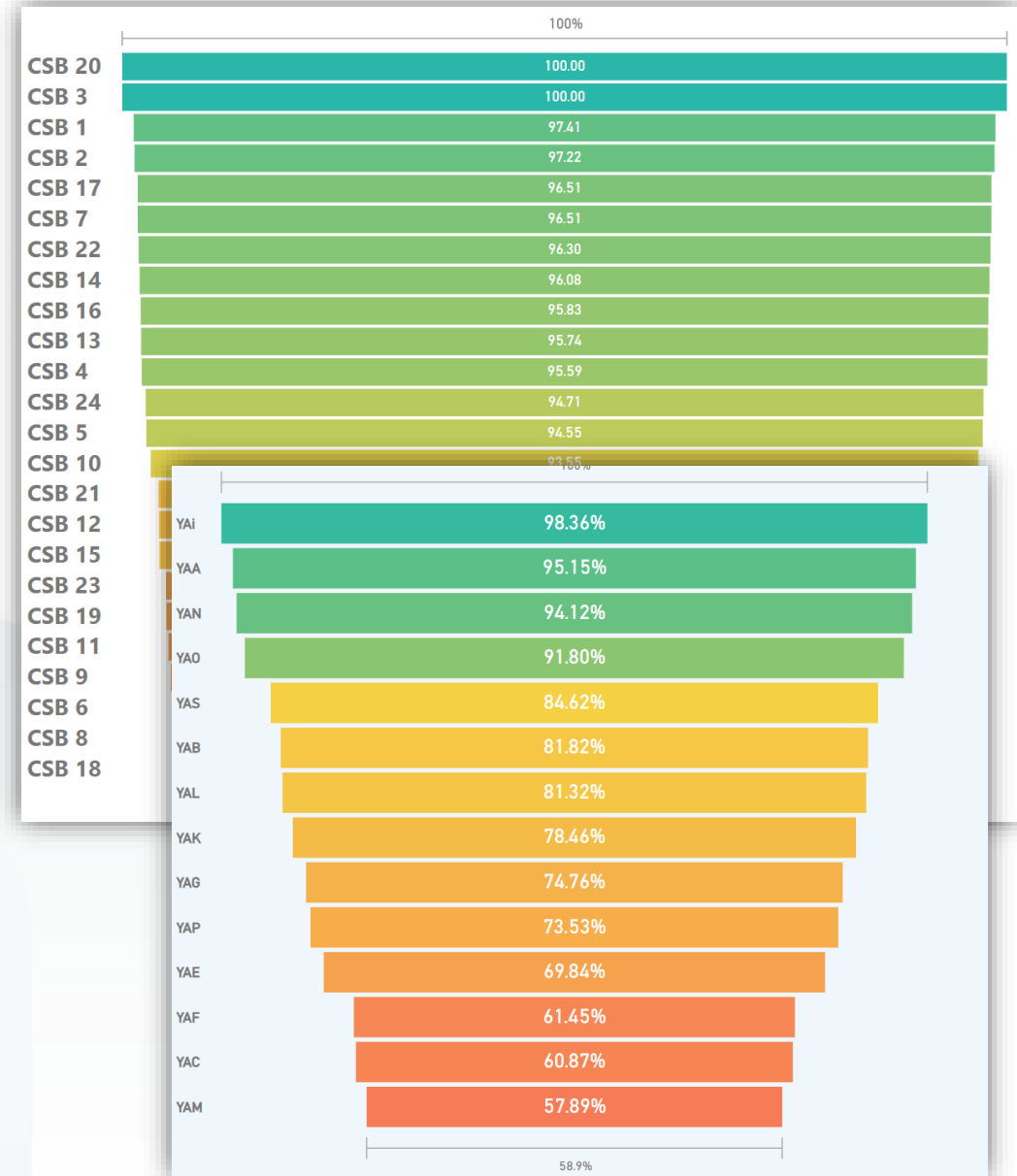
Users on unknown networks with unknown exposures

- Enterprise tools to ensure policy compliance
- Centralizing Traffic
- Moving Remote to Local with Virtual and Remote Desktops (VDI and RDP)



Need for Security Awareness isn't going away in the Future

- **Data Security takes constant vigilance and reinforcement**
 - Create or buttress your Security Awareness Program
 - Monthly HIPAA Walkthroughs
 - Security Training at Orientation, along with additional “Online Learning/CE” required of all employees yearly
 - Simulated phishing attacks
 - Follow-up training required for repeat offenders
 - Mass emails warning about specific phishing attacks (including ransomware)



Technology and Connecting with our Clients

Issue 4: How can we use technology to better serve our clients?

- Remote Patient Monitoring
 - Wearables
- Medication Management Apps
- Engagement Apps



Emerging Technologies

Looking toward the not-too-distant future

- **Virtual Reality (VR) and Augmented Reality (AR)**
 - Exposure Therapy
 - Skills Training
 - Distraction and Relaxation
 - Motivation and Engagement
 - Assessment and Diagnostics



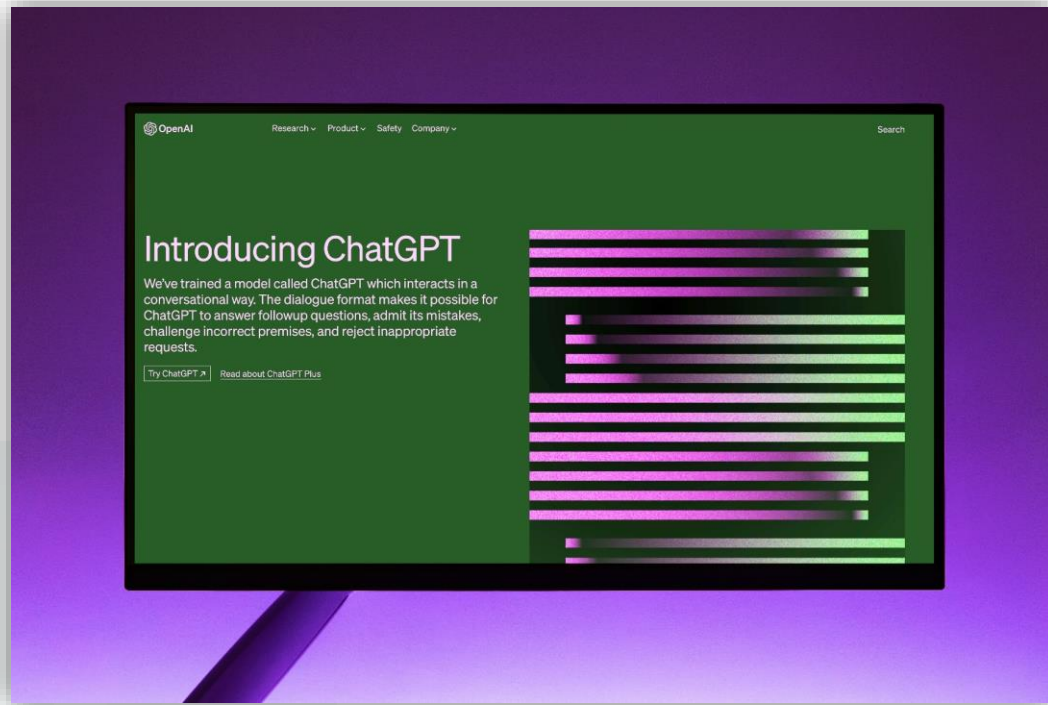
Free use: Pexels.com



Emerging Technologies

Utilizing AI

- How machine learning can help support our clients and staff
 - Early detection and intervention
 - Personalized treatment plans
 - Improved diagnostics
 - Virtual assistants
 - Predictive analytics



Increased Client and Staff Satisfaction

Viable Business Model



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We aren't so sure!



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Viable Business Model



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We know we are!



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Questions?



Thank You for Attending!



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